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Why do the Government keep wasting money on these support services, most people want to talk to their GP and the money used to fund these support services could be better used in providing people with reasonable access to their GP surgery.

The one and only time I have used NHS direct, it took 3 phone calls over 3 hrs and I was then referred to my GP, who I might as well have gone too in the first place.

J F Guthrie (Mrs)